

**Government of Bihar, Water Resources Department
Flood Management Improvement support Centre
2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna-800002**

Re-Invitation for Quotation

Letter No. WRD/FMISC/31/2012/ 180

Date 26/07/16

Quotations are invited for AMC of IBM Server, Dell NAS and D-Link Switch at FMISC, Patna. Detailed serial No. and Model of items to be covered under AMC mentioned below:-

S.NO	Serial No/Service Tag	Model
1	99B1043	IBM Server(X3850 x5) Model-7143-QQL
2	99B1058	IBM Server(X3850 x5) Model-7143-QQL
3	J8ZND2S and Express service code-41902470388	DELL Power Vault Nx3100
4	QB492B5000026	DGS-3100-24 D-Link Managed Switch
5	QB492B5000027	DGS-3100-24 D-Link Managed Switch

The quotation must be submitted in sealed envelope super scribed "Quotation for the AMC of IBM Server, Dell NAS and D-Link Switch at FMISC, Patna. The bidders/firm are requested to provide their offer (in sealed envelope) latest by **15:00 Hours (IST) on Thursday, 11 August 2016** to Joint Director, FMISC, 2nd Floor, Jal Sansadhan Bhawan, Anisabad, Patna-800002 (Bihar).

Details for Comprehensive Annual Maintenance Contract (but not limited to)

1. Scope of Services

1. The Annual Maintenance Contract will comprise of back to back support from vendor directly via web/telephone/email on 24 X 7 X 365 basis. (All the devices will be under back to back support).
2. In case of any issue in the device FMISC will raise a call with the vendor who in turn will coordinate with OEM and get that resolved within the timeline. The management with OEM is part of vendor: no issue with OEM is delayed at FMISC.
3. Vendor shall provide web/telephone/email/onsite support pertaining to the severity of the issue.
4. In case of software/hardware issue vendor shall reinstall or install the software and hardware and reconfigure the device.
5. Vendor will have to conduct monthly onsite preventive maintenance (PM) to ensure that the device is functioning without defect. No call for PM activity will be logged by FMISC. Upgrades updates and patches by the vendor shall be applied as required.
6. Vendor will have to support or perform desired configuration/Installation in case of any addition of new features or existing configuration changes in the device.

2. AMC Deliverables

- Hardware: Vendor will provide immediate replacement of defective spares for all the hardware's covered under Comprehensive AMC.

- Operating System: OS hardening, updation of patches, troubleshooting and resolution of issues faced.
- The spare replacement shall be of the equivalent and compatible or accepted by client and of the same or higher configuration.

3. Timelines for services

- Response Time:-Vendor will provide 4 Hours response time from the time call logged within service window.
- Resolution Time:-Vendor will provide problem resolution within 24 hours.
- Uptime:-Provide 99% annual uptime.
- Service Window:-24 Hrs.

4. Terms & Conditions:

1. Period of Contract: The contract will be valid for one year & start from the date of SLA. Either party can terminate the contact by giving one (1) month notice.
2. Payment Terms: No advance payment will be admissible on submission of invoice payment will be on only quarterly basis.
3. Preventive Maintenance: Vendor will have to conduct preventive maintenance to ensure that the device functioning without defect. Upgrades updates and patches shall be applied as required. Non- compliance will attract penalty of 0.25% of AMC Value per week delay of the asset being serviced. No calls will be logged for this activity and has to be done by the vendor. The Preventive Maintenance should be completed before end of each quarter.
4. Taxes: Taxes (ST, VAT) if applicable to be included in the cost. However, the quotation should clearly mention the basic price, Tax Applicable and Total Price per unit.
5. Support: 24x7 for datacenter, onsite/telephonic troubleshooting and fault fixing (or as per client requirement).
6. Performance Bank Guarantee: Vendor will have to submit a Bank Guarantee of 5% of the Purchase Order Value and will be released after completion of SLA period.
7. The Competent authority reserves the right to accept or reject any quotation without assigning any reason.
8. The decision of the competent authority will be final and binding.

Maily
26/7/16
(Nagan Prasad)
Joint Director

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Copy to: Public Relation Officer, Water Resources Department, Sinchai Bhawan, Patna for information and publication in daily news paper.

Enclosure: Hard Copy (7Nos.) and Soft Copy (CD)

Maily
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(Nagan Prasad)
Joint Director